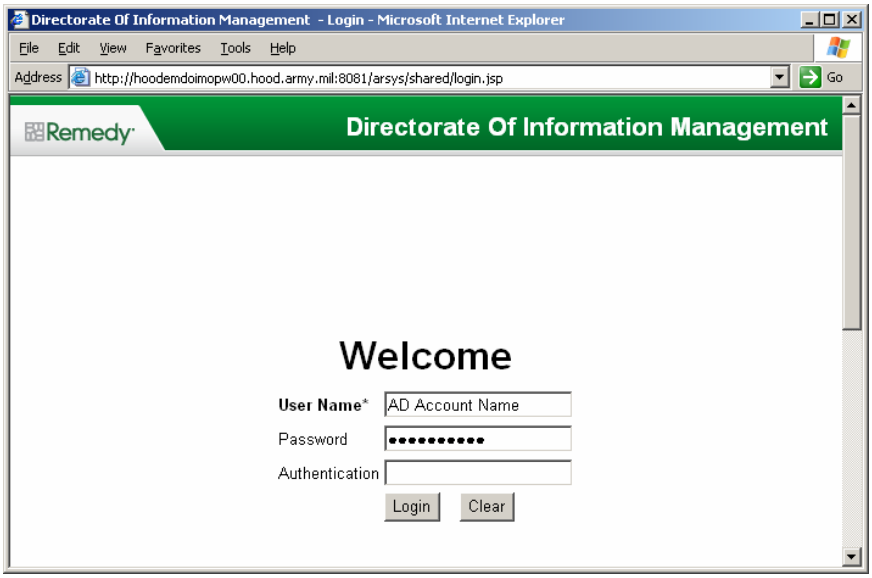
Access the Directorate of Information Management (DOIM) web page at:
http://www.hood.army.mil/doim/

- Click the “IASO/SA Remedy” link from the DOIM home page.

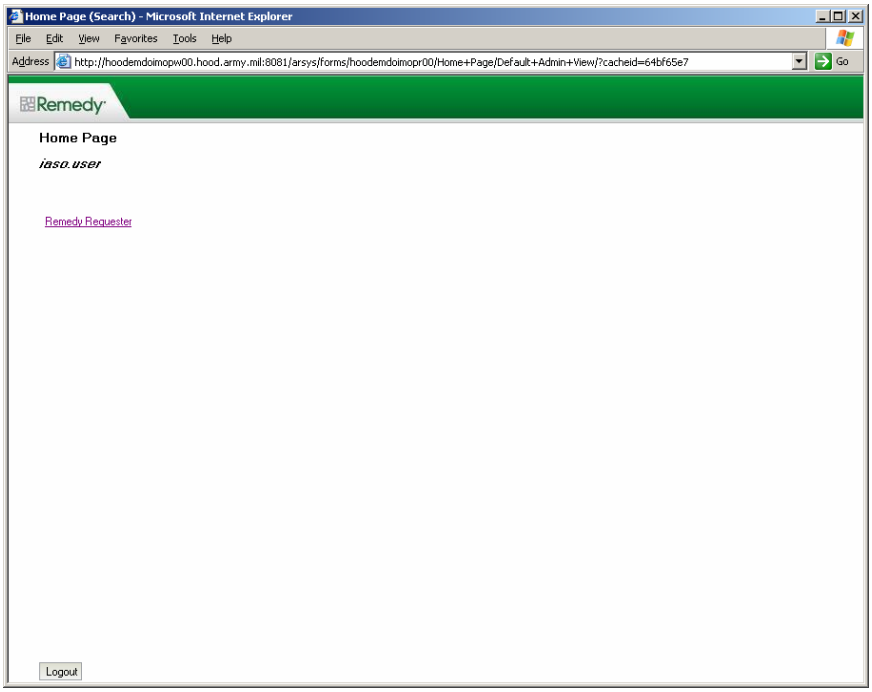
Enter your Active Directory NASW account and password.

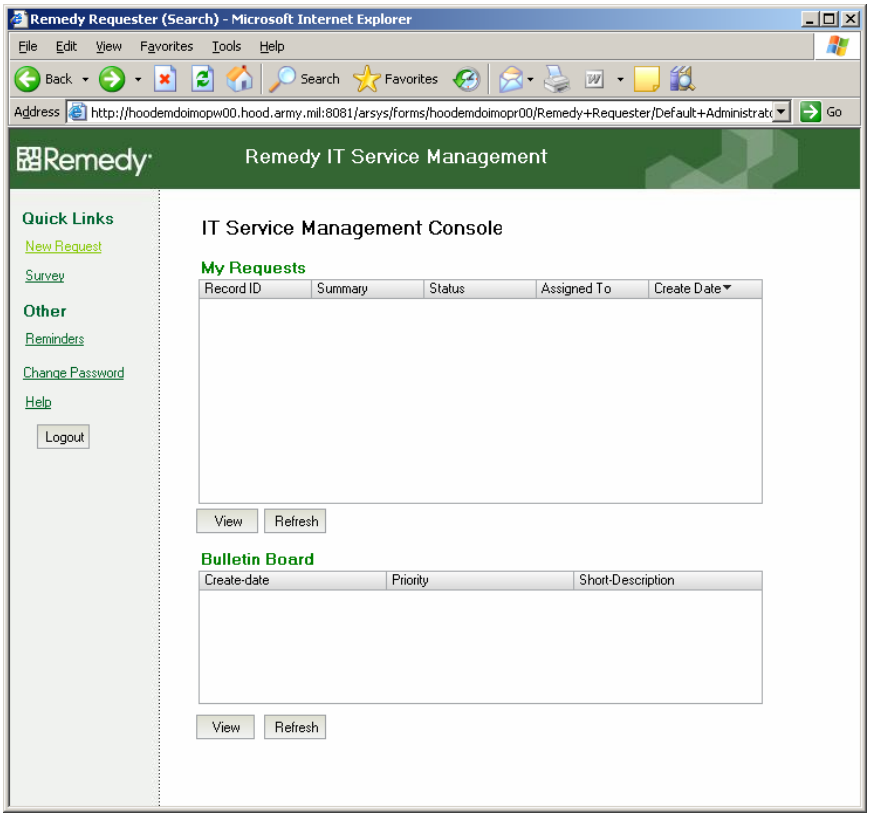
- Only authorized IASO/SA are permitted access to this request process.
- Register your IASO/SA status with the DOIM Information Assurance team.



Your Remedy "Home Page" will be displayed.

- You will be referred to as the Requester when completing Remedy forms or requesting status of your requests.
- Click on the "Remedy Requester" link.



Remedy's "IT Service Management Console" will be displayed.

- Any requests that you have submitted will be listed in the "My Requests" list.
- To submit a new request for a NASW Domain Account or an Exchange Mailbox, click the "New Request" quick link.